

# Baumholder Postal Service Center



Our mission at the Baumholder Postal Service Center is to provide the best customer service, maintaining accuracy and timeliness while processing the incoming and outgoing mail for the Baumholder Community.

# CMR

Hours of Operation are: Monday - Friday 1000-1800



# Tips for the CMR

- Please check your mail at least once a week
- The time frame for getting mail in is:
  - Priority Mail typically takes seven to ten days but can take up to 45 days
  - Space Available Mail (SAM), Parcel Post, and Media Mail can get here as fast as five days or could take up to 75 days
  - If mail is sent via FedEx or UPS it could take longer because it must go through different transport methods
- Do not open your mail at the CMR counter
- Do not take the yellow cards (Package Slips) home, leave them in your box if you are not able to pick up your package at that time
- In Care of Mail is not authorized at any MPO's also you may not receive any mail that has "ATTENTION" if the name is not listed on your box
- If you are going on Leave, TDY, or deploying a hold/forwarding form should to be filled out, the form number is DD FORM 2258
  - This form can be acquired at:  
<http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2258.pdf>
  - This form may be filled out online but it will need to be printed off and turned into the CMR window in person
- If you need to authorize someone to pick up your mail fill out the PS Form 3801. ONLY ID Card holders can be authorized to pick up your mail

# DD Form 2258

## TEMPORARY MAIL DISPOSITION INSTRUCTIONS

Last name, First name,  
Middle Initial of the  
box holder

NAME (Last, First, MI) (Print):

RECEPTACLE NUMBER:

Box Number

Check the one that  
applies to you

### STATUS

ADV ASG

LEAVE

CONFINED

TDY

HOSPITAL

AWOL

EFFECTIVE DATES TO FWD OR HOLD MAIL (Yr, Mo, Day)

FROM:

TO:

Put the start and stop  
dates that you would  
like your mail to be  
held or forwarded

Check if you want your  
mail held in the box or  
forwarded to you

FORWARD ALL MAIL

HOLD ALL MAIL

### FORWARD ONLY

LETTERS

PARCELS

NEWSPAPERS/MAG

PAYCHECK(S)

OTHER (Use Spec Inst)

Check if you would like  
Specific things  
forwarded to you

Put a complete  
forwarding address

COMPLETE FORWARDING ADDRESS:

Signature of the box  
holder

SPECIAL INSTRUCTIONS:

In this block an email  
address is needed and  
any extra instructions  
about any other family  
members

SIGNATURE OF RECEPTACLE HOLDER

DATE (Yr, Mo, Day)

Date

FOR ADVANCE RECEPTACLE ASGN,  
LIST NAME OF SPONSOR AND  
DUTY PHONE IN THE SPECIAL  
INSTRUCTIONS BLOCK.

# PS Form 3801

Name and  
address of the  
box holder

Signature of the box  
holder

A printed name of  
the person that  
will be picking up  
the mail and there  
signature on one  
line

Telephone  
number of  
the box  
holder

<b>Name and Address of Firm or Individual (Include Apt./Suite No.)</b>	
<b>By (Signature and title of person signing order)</b>	<b>Telephone No.</b>
<p>The above-named firm or individual hereby authorizes representatives whose signatures appear below to receive unrestricted registered, certified, insured, c.o.d., express mail, and special delivery mail addressed to or in care of the above-named firm or individual until otherwise notified in writing, and assumes all responsibility for loss, rifling, or damage of said mail after proper delivery. All previous orders are hereby revoked. SPECIAL INSTRUCTIONS: Where RESTRICTED DELIVERY MAIL is to be included, the statement "This authorization is extended to include RESTRICTED DELIVERY MAIL" must be entered on the delivery order by the person signing it. This notation is to be made on the part of the form for signatures of authorized agent. NOTE: Unknown signatures must be identified.</p>	
<b>Signature of Clerk Verifying Customer's Signature</b>	<b>Date</b>
<b>SIGNATURES OF AUTHORIZED AGENTS</b>	
<b>PS Form 3801, Apr. 1983</b>	
<b>STANDING DELIVERY ORDER</b>	

# Retiree Box Information

- To open a Retiree Mail Box you must have retirement orders or a valid retiree ID Card
- A Retiree Mail Box is valid for two years once approved
- 90 days before your expiration, you will receive a renewal application
- Retirees can send and receive items 16 oz. or less per AE Regulation 550-175 section IV
  - The exception to the 16 oz rule is prescription medications
- If a parcel weighs more than 16 oz the item will be returned to the sender and the receiver will be notified
- Any parcel received must be opened at the German Customs office the address is:
  - Hauptzollamt Idar Oberstein
  - Hauptstrasse 197
  - 55743 Idar Oberstein
  - Tel: 06783-56270

# Private Organization

- To set up a private organization box you must have a memorandum that lists every authorized person to pick up
- The memorandum will need to be updated when any changes are made, example: authorized users PSC, new users added, POC information changes, etc...
- A proper Private Organization address would be:

Name of Private Organization

Attn: POC Person's Name (If required)

CMR 405 Box #####

APO AE 09034

# Family Support Group

- Family Support Groups can only receive mail through the Official Mail Room
  - No FRG mail can be delivered through a personal mail box
- A FRG address would be:

Name of FRG

Attn: POC Person's Name (If required)

Unit: ##### Box ##

APO AE 09034

# Email Notification

- Email Notification is the process of when you get a package an email will be sent notifying you that a package is ready to be picked up
- Even if you receive an email a Yellow Card (Package Slip) will still be delivered to your mail box
- To register go to the CMR window and pick up an Email Notification Registration form and turn it into the CMR window or the Box Located by the CMR window

# In & Out Processing

- Hours of operation are: Monday – Friday 1100-1400
- In & Out Processing takes care of all incoming and outgoing individuals
- Whether you are incoming or out going. Official Orders are always needed
- If you are incoming you will need orders and you will then receive a mail box with a combination
- If you are leaving you will need to bring a copy of your orders and your new CORRECT forwarding address
- Your mail will be forwarded to you for one year with the exception of magazines; they are forwarded for only 60 days

# In and Out Processing FAQ

Q. Can a spouse open or close a mail box?

A. Only with a general or specific power of attorney (POA) and orders

Q. Can a spouse set up a forwarding address for the sponsor?

A. No, the sponsor will need to send an email with all of their information from their AKO

Q. Can my Unit Sponsor open a mail box for me before I arrive in country?

A. Yes, they will need a copy of your orders to Baumholder, Germany. Once you arrive you will need to come to In and Out Processing to receive your combination

Q. What do I do if I have trouble opening my mail box with the combination given to me?

A. Go to the CMR window and one of our Clerks will verify your combination and help you open your mail box if needed

Q. What do I do if I have already PCS'ed and I need to change my the address that I gave when out processing?

A. Please email us from an AKO address with your new address or you can go to any local USPS Post Office and fill out a Change of Address Card

# Official Mail Distribution Center

Hours of operation are:

Monday – Friday 0900-1200 & 1300-1630



# Official Mail Distribution Center

- Official Mail is located in the same building as post office and it is specifically dedicated to processing all the incoming and outgoing mail for the units
- Unit designated mail clerks are required to pick up their unit's mail at least twice a week
- When dropping off items please have all of your items addressed, secured, and taped before bringing them to the official mail center
  - All to and from addresses must be typed
  - Letters and large envelopes should be secured with one or two inch tape.
  - Remove or cover excessive writing and bar codes (that might get mistaken and your box could be returned)
  - SECURE the box with two inch brown, clear or paper tape
- All mail going to the same location must be consolidated into one parcel
- All items that require extra services must be typed on AE FORM 25-51C
  - AE FORM 25-51C can be acquired from the Official Mail Room
- You cannot send official letters with personal information in shotgun envelopes
- All Mail must to be dropped off in person at the Official Mail Room, items cannot be put in a drop box
- Please ask the Official Mail Clerk if you are unsure about the packaging standards

# AE Form 25-51C

Baumholder  
Official Mail  
Address  
(This block will  
not change)

Refer to the  
AR 25-51 for  
the codes you  
will need to  
input

Detailed Description of  
everything inside the box  
Example: Passports for  
Civilians & Military

Check which  
service applies  
to you

Typed Name, Grade,  
and Phone Number  
of the Unit  
Commander

Date

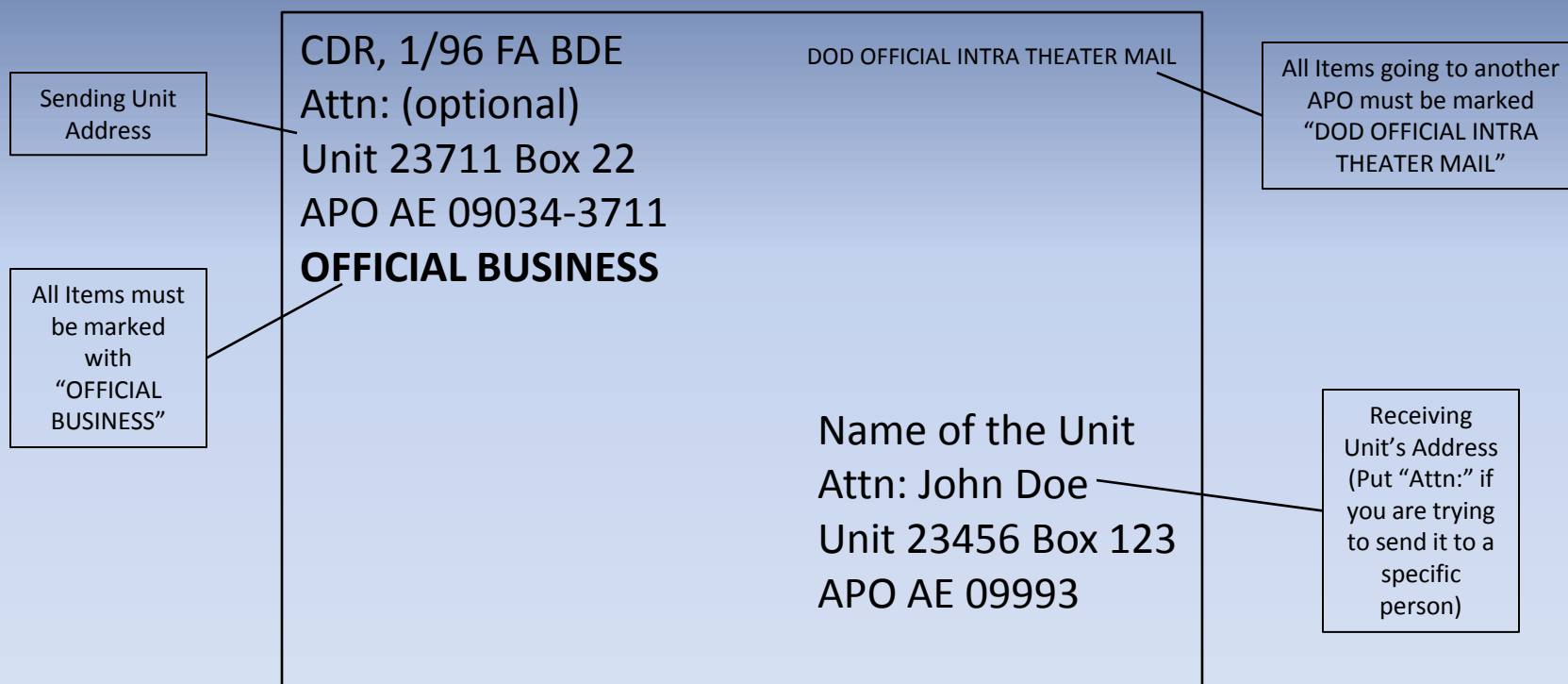
From Unit  
Address

Address of  
where the  
items is  
going to

REQUEST FOR SPECIAL MAIL SERVICES (AE Reg 25-51)		1. Date
<small>This form will be used to record each approval and use of special mail services described in AR 25-51. The unit mail orderly will verify the specific authority cited before signing this form (block 10).</small>		
2. To USAG BHR/OMDC UNIT 23746 BOX 0001 APO AE 09034-0001	3. From	
4. Specific authority for special mail service (cite specific requiring document) AR 25-51-	5. Complete address of receiver (addressee)	
6. Number of packages and brief description of contents to include approximate value of items (description must correspond to the specific authority cited in block 4).		
Request the following special mail service		
7. Special mail services (check one): <input type="checkbox"/> Certified <input type="checkbox"/> Express — Required delivery date (RDD): — Reason express mail is required: — Effect on mission if mail is not received by RDD:		8. Return receipt — available only in addition to registered, certified, or express mail (check when applicable): <input type="checkbox"/> Return receipt
<input checked="" type="checkbox"/> Registered <input type="checkbox"/> Return receipt for merchandise		
Action by activity requester		
<small>I understand that special mail services will be limited to instances specifically required by law, DOD directive, DOD directive as implemented by Army regulation, regulations issued by other Government agencies with which DA must comply to carry out its normal business, or an authorization in writing as an exception by HQDA (DAAG-MPP), Washington, DC 23010. AR 25-51 may be used as an authority only for requests that apply Armywide and are described in paragraphs 2-31 or 2-32. I have verified the specific authority for this special mail service and have personally verified the contents described above.</small>		
9. Typed name, grade, and telephone number	10. Signature of unit mail orderly Click for eSignature	
Action by GOMM or Chief, ASB		
11. <input type="checkbox"/> APPROVED	12. <input type="checkbox"/> DISAPPROVED REASON	
13. Signature of GOMM or Chief, ASB		Click for eSignature

# Official Mail Distribution Center

## Example of an Official Mail Piece



# Shipping & Sending

“Finance”

Hours of operations are:

Monday, Wednesday, & Friday 1000-1600

Tuesday & Thursday 1200-1800



# Priority & First Class

- Priority are items over 16 oz. unless the items are in a Priority service box or envelope
- First Class is items that way under 16 oz.
- Priority and First Class mailing should take about 7-10 days but can take up to 45 days
- Priority Boxes come in Flat Rate or can be paid by the weight
- Priority Boxes CANNOT be wrapped
- If a Priority Box is used then the Priority service has to be paid for
- You can use a Priority Box for MPS but it does NOT go for free, postage is required
- Priority Parcels cannot weigh more than 70 lbs and can not be over 108 inches when adding the length and girth of the parcel

Priority Mail Prices

Flat Rate Envelope	\$4.95
Small Flat Rate Box	\$5.20
Medium Flat Rate Box	\$10.95
Large Flat Rate Box	\$14.95
APO Large Flat Rate Box	\$14.95 when going stateside \$12.95 when going to an APO
Non Flat Rate Boxes	Paid by weight and destination Prices start at \$5.10

# Space Available Mail (SAM)

- SAM are items that weigh over 16 oz. the price starts at \$5.10
- SAM normally takes about two to four weeks to get to its destination but it can take up to 75 days
- SAM mail is always paid by the size, weight and distance
- SAM boxes cannot have Priority or Express markings on the outside of the container
- SAM Parcels cannot weigh more than 70 lbs and cannot be greater than 130 inches when adding the length and the girth of the parcel

## Media Mail

- Media Mail items have no minimum weight and can weigh up to 70 lbs
- The Price starts at \$2.41 for Media Mail
- Media Mail only consist of books, DVD's, VHS tapes, audio tapes, CD's, news papers, or magazines
- Media Mail should take about two to four weeks to get to its destination but can take up to 75 days

# Express Mail

- Express Mail is a service for items that need to arrive in a certain amount of time
- The Price start at \$13.25 for Express Mail
- Express Mail is guaranteed to arrive within three business days of the date mailed
- Express Mail cannot be used when mailing to an international or an APO Address
- To mail anything express mail it must be in a regular box, Express Mail box or envelope (No Priority Markings)
- It also must have a Mailing Label 11-B. This label can be found in the Finance section.
  - This label cannot be filled out online
  - On the Label 11-B you are only required to fill out a From and To Address
  - If you would like a Waiver of Signature, check the pink box of the form and the mailer will sign
- If your Express Mail Item does not arrive to the addressee with in three business days you may receive a refund of the postage
  - The item has to have been delivered to receive this refund
  - Refunds are not given if the item was held in customs for if there was an act of nature; example: earthquake, hurricane, flood, etc.
  - Bring the Customer Receipt of the Label 11-B to the Finance Window for a refund

# MPS

- MPS stands for Military Postal Service
- MPS mail is mail that is going from one APO to another APO address
- This mail normally goes for free
- MPS mail may not have priority markings anywhere on the parcel
- Priority boxes require postage and cannot be mailed MPS
- MPS mail can be insured but if you desire insurance you also must pay insurance fees and the postage on the parcel
- Put “MPS” in the upper right hand corner of the addressed side of the parcel, this is considered the postage for the parcel

From: John Doe  
CMR 405 Box 9999  
APO AE 09034

MPS

To: Jane Doe  
PSC 3 Box 9999  
APO AE 09021

# Box and Addressing Standards

- All boxes must have a to and from address on them
- The from address must include a first and last name
- All addresses need to be legible
- When a box is going to another APO never include the country of the destination in the address, if this happens it could go in to the international mailing system and take longer and could also result in international postage charges
- If the box has barcodes on it they need to be marked off so they cannot be scanned
- If there is anything that cannot be mailed written on the outside of the box it needs to be totally covered so it cannot be read
- Masking & Medical Tape CANNOT be used on any parcels!!! Only plastic or paper tape can be used

BLEACH

Correct



Incorrect

~~BLEACH~~

Incorrect



Correct

# Can I mail this?

Item	Downrange	United States
Alcohol, Beer, Wine	No	No
Tobacco/cigarettes	Yes	No
Coffee	Yes	Yes, if less than 1 Kg German coffee
Meat Products	No	No
Live Plants/Animals	No	No
Aerosol Cans (hair spray or shaving cream)	No	No
Perfume or Cologne	Yes if under 3 oz.	Yes, if under 3 oz.
Pornographic Material	No	No
Rubbing Alcohol	No	No
Knives	No	Yes (cannot be a spring loaded knife)
Over the counter medicines	Yes	Yes
Prescription medicines	No	No
Soda or Energy Drinks	Yes	Yes
Kinder Eggs	No	No
After Shave	Yes	Yes

# Do I need a Customs Form??

Example	Customs Form Needed?
An envelope with only paper or documents	No Customs Form needed
An envelope with pictures but no cardboard	No Customs Form needed
An envelope that is not flexible	Customs Form needed
A padded envelope	Customs Form needed
A parcel going back to the states	Customs Form needed
A parcel going from an APO to another APO address	Customs Form needed
Musical Cards	Customs Form needed
Cards with buttons, ribbons, beads, or anything that is not paper	Customs Form needed
A parcel going to an International address	Customs Form needed

# Customs Forms

- You MUST list every item in the parcel on the customs form.
- The small white customs form (PS Form 2976) can be used:
  - When the item is under \$400 in value
  - No more than five different items can fit on the customs form
  - The box is going to an international address and is less than four pounds
- The large white customs form (PS Form 2976-A) is used:
  - If the value is over \$400
  - If one customs form does not contain enough room you use multiple customs forms.
  - The box is going to an international address and is more than four pounds
- You can only list ONE item per line on the customs form.
- When filling out the customs form make sure to press hard while writing. It needs to be legible on all copies, it is best to use a ball point pen instead of gel or felt tip.
- When listing the description be sure to be very detailed!
  - You cannot put down the word Clothes; you have to list every piece, ex.) Shirts, Pants, Sock, etc.
  - You also cannot list Gear; some gear cannot be mailed, you will need to list each and every unique item in the box.
- After you list the description make sure you put the quantity of each item in the quantity column.
- Also make sure to list a value for each item in the Value column.
  - Total all the values and put the total in the Total box below all the values.
- Sign and Date at the bottom of the form.
- Do NOT put a weight value. We have to weigh all items!

# Large White Customs Form (PS Form 2976-A)

**United States Postal Service®**  
**Customs Declaration and Dispatch Note — CP 72**

**IMPORTANT:** This item may be opened officially. Please print in English, using blue or black ink, and press firmly; you are making multiple copies. See Privacy Notice and Indemnity Coverage on Customer Copy.

**FROM:** Sender's Last Name First MI CP12345678XUS

Business Address (Number, street, suite, apt., P.O. Box, etc. Residents of Puerto Rico include Urbanization Code preceded with URB) City State ZIP+4®

**10:** Addressee's Last Name First MI

Business Address (Number, street, suite, apt., P.O. Box, etc.) City State/Province Country

**1. Detailed Description of Contents (enter one item per line)** **2. Qty.** **3. Lbs.** **Oz.** **4. Value (U.S. \$)**

**5. Check One:**  
☐ Gift ☐ Returned Goods  
☐ Documents ☐ Commercial Sample  
☐ Merchandise ☐ Other:

**6. Check One**  
☐ Airmail ☐ Surface

**7. Other Restrictions:** (pertains to No. 12)  
☐ Quarantine ☐ Sanitary or Phytosanitary Inspection

**8. Total Gross Wt:** (all items Lbs. & Ozs.) **9. Total Value US \$** (all items)

**10. If non-deliverable:**  
☐ Treat as Abandoned  
☐ Return to Sender (see inst)  
☐ Redirect to Address Below:

**11. EEL/PFC** **12. Restrictions**

**13. I certify the particulars given in this customs declaration are correct. This item does not contain any dangerous article, or articles prohibited by legislation or by postal or customs regulations. I have met all applicable export filing requirements under the Foreign Trade Regulations. Sender's Signature and Date**

**14. Sender's Customs Reference (if any)** **15. Importer's Reference (Optional (if any))** **16. Importer's Telephone** ☐ Fax ☐ Email ☐ (select one)

**17. License No.** **18. Certificate No.** **19. Invoice No.**

**20. HS Tariff Number** **21. Country of Origin of Goods**

**Insured Amount (US \$)** **SDR Value**  
**Insurance Fees (US \$)** **Total Postage Fees (US \$)**

**09034**

**First Name & Last Name of the Addressee**

**City**

**Quantity of each item**

**Put a value for each item**

**Total all values**

**Do NOT put a weight**

**Date**

PS Form **2976-A**, May 2009 PSN: 7530-01-000-9834 Do not duplicate this form without USPS® approval. 1 - Manifesting/Scan Copy

# Small White Customs Form (PS 2976)

[illegible]

# Extra Services

Service	Price
Certified	\$2.85
Insurance \$0.01 to \$50.00	\$1.80
Insurance \$50.01 to \$100.00	\$2.30
Insurance \$101.00 to \$200.00	\$2.85
Insurance \$201.00 to \$300.00	4.75
Insurance above \$301.00	\$4.75 plus 1.05 for each \$100 or fraction thereof over \$100
Money Order Fee	\$0.30
Return Receipt Fee	\$2.30
Delivery Confirmation for Priority Mail	\$0.70
Delivery Confirmation for First Class & SAM	\$0.80
Signature Confirmation	\$2.05

# Contact Information

Postmaster: DSN 485-6278/7551

CMR Supervisor: DSN 485-8024

Operations: DSN 485-7551

In & Out Processing: DSN 485-6505

Lead Finance Clerk: DSN 485-6421/7551

Official Mail Room: DSN 485-6753

If you need to schedule appointment to mail out boxes  
please call: DSN 485-7551

# Links

## **Baumholder PSC Email Address**

[cmr405.baumholder@us.army.mil](mailto:cmr405.baumholder@us.army.mil)

## **USPS Website**

[www.usps.com](http://www.usps.com)

## **Postage Calculator:**

<http://postcalc.usps.gov/Restrictions.aspx>

## **Postal Bulletin:**

[www.usps.com/cpim/ftp/bulletin/pb.htm](http://www.usps.com/cpim/ftp/bulletin/pb.htm)

## **Click and ship**

<https://sss-web.usps.com/cns/landing.do>

## **File a Claim Online**

<http://www.usps.com/insuranceclaims/welcome.htm>